

# COURTYARD SURGERY



**SUMMER 2018**

## **STAFF UPDATE AND CHANGES**

Unfortunately, **Dr Linda Parr** is retiring in September. She has been with us for 6 ½ years, and will be sorely missed.

**Dr Helen Osborn** is the Nominated GP for all our patients. She has clinics throughout the week, including the Late Surgery on Fridays.

She is currently unable to drive (No, she hasn't been banned or anything like that!) so may have to send a colleague on visits.

**Dr Kate Craufurd**, is with us on Tuesdays, Wednesdays and half day Thursdays.

**Dr Hussein Alibhai** is with us on Thursdays and Fridays.

**Nurse Amanda Stonham** is a prescribing nurse and carries out medication reviews, asthma reviews, diabetic reviews, and much else besides.

**HCA's Sharon Bailey and Lisa Drewitt** continue to deal with blood tests, dressings, INR tests for those on warfarin, and various other injections,

## **The Administration Team**

We now have Sophie, Donna, Sandra, Sharon and two Lorraines! They all work part-time, so please understand if you occasionally get asked the same thing twice, or if whoever answers the phone is not the last receptionist you spoke to.

## **PATIENT SURVEY**

We are sure you will all be delighted to hear the very good results we received from the last postal patient survey; you can read this at the following very long link address!

<https://www.gp-patient.co.uk/PatientExperiences?practicecode=J83619>

## **ONLINE SERVICES**

Did you know you can apply for a password which enables you to book certain appointments and order medications via our website? You are also entitled to see your Data Coded Record – that is, the basic information about your past medical history and conditions. To apply, you will need to complete a form (available from Reception or on our website) and bring it to the surgery with photo ID.

[www.courtyardsurgery.co.uk](http://www.courtyardsurgery.co.uk)

## **CARERS / DEMENTIA FRIENDS**

This year we have been awarded the Platinum Standard Award, thanks in large party to the efforts of our Carers' Lead, Keri O'Connell. Please let us know if you are a Carer, so we can offer you the appropriate support. Those known to Wiltshire carers can receive very helpful information, and we hope to be arranging another Carers' Clinic and Coffee Morning very soon.

Some of the Admin Team have now trained as Dementia Friends, so we hope we are very aware of the difficulties for the individuals and their Carers.

## **PLEASE USE PHARMACISTS – THEY ARE VERY HELPFUL!**

NHS England has recommended that to help surgery workload, you should first get advice from a pharmacist for the following symptoms:

- Cough, cold, sore throat
- Insect bites and stings
- Simple skin rashes
- Diarrhoea or constipation
- Various other “minor” conditions

So please seek advice at the chemist first, and they will determine if a GP appointment is necessary.

## **PRESCRIPTION REQUESTS AND CHANGES– FROM US AND FROM THE CHEMISTS**

For **routine medications**, that is those you have every month, **please allow us 5 days to process your request** for prescription renewal. On certain days we may only have time to prioritise the Urgent requests, which should only be for unexpected needs, not regular medications,

The chemists are also finding that they are often needing to order medications in, so as these are requests that can be planned ahead, we would politely ask you to help us and your chemist by giving us this time.

We DO NOT routinely acknowledge email requests for prescriptions (we don't have the time!) so we suggest you leave it 2-3 days and check with your chemist to see if ready to collect.

Wiltshire Medicines Management has now stopped the prescribing of items easily and cheaply purchased over the counter, some of which include

- Paracetamol
- Dry skin creams
- Gluten-free products

ALSO – we strongly recommend you check your medications package **before** leaving the chemist, so you can see straight away if something is missing or owed.

**FOCS (Friends of Courtyard Surgery)**

FOCS are planning two more fund-raising events:  
Sunday 16<sup>th</sup> September – CAR BOOT SALE in =The Churchill Arms car park  
and  
Saturday 17<sup>th</sup> November – BINGO!

so please look out for posters !

We are always happy to receive clean books and jigsaws to sell in the Waiting Room, too – many thanks for your donations.

**The surgery will be closed on Bank Holiday Monday 27<sup>th</sup> August.**